

# UTAH

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2002*

**Total Number of Fraud and Identity Theft Complaints from Utah Consumers = 2,467**



**Fraud Complaints from Utah Consumers = 1,581**

### *Top Fraud Complaint Categories for Utah Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	375	24%
2	Internet Services and Computer Complaints	202	13%
3	Prizes/Sweepstakes and Lotteries	153	10%
4	Advance-Fee Loans and Credit Protection/Repair	142	9%
5	Foreign Money Offers	117	7%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Utah consumers (1,581).

### *Amount Paid Reported by Utah Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
1,581	\$1,567,332	1,292	82%	\$1,213

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Utah consumers (1,292).

### *Top Utah Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Salt Lake City	329
Provo	89
Ogden	91
Sandy	66
Orem	60



**Identity Theft Complaints from Utah Victims = 886**

### *Identity Theft Types Reported by Utah Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Credit Card Fraud	303	34%
2	Bank Fraud	220	25%
3	Phone or Utilities Fraud	182	21%
4	Employment-Related Fraud	75	8%
5	Government Documents or Benefits Fraud	56	6%
6	Loan Fraud	52	6%
	Other	149	17%
	Attempted Identity Theft	78	9%

<sup>1</sup>Percentages are based on the 886 victims reporting from Utah. Percentages add to more than 100 because approximately 21% of victims from Utah reported experiencing more than one type of identity theft.

### *Top Utah Identity Theft Victim Locations*

Victim City	No. of Victims
Salt Lake City	211
West Valley City	52
Sandy	50
West Jordan	41
Ogden	40